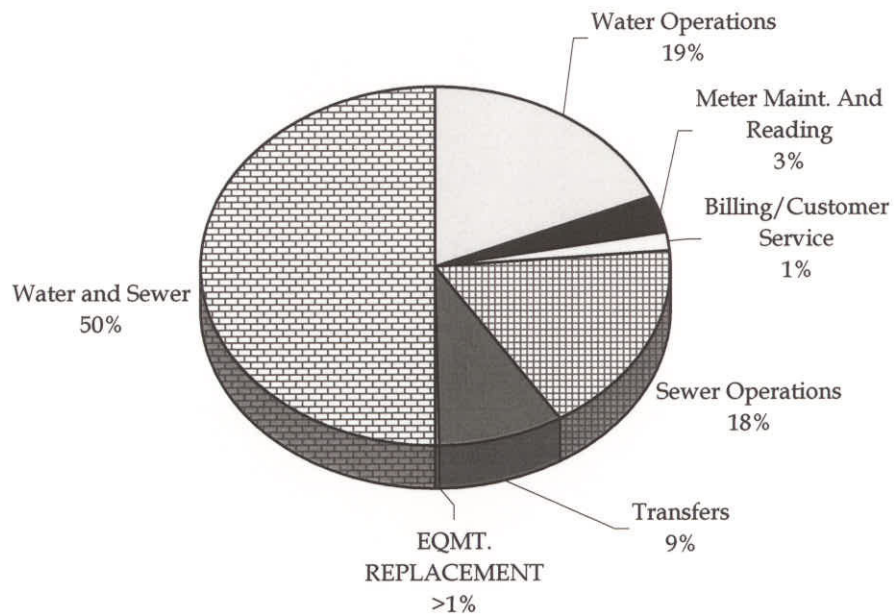


**TOWN OF VIENNA
FISCAL YEAR 11-12 BUDGET**

WATER AND SEWER: EXPENDITURES BY DIVISION

	FY 10-11 Budget	FY 10-11 Adjusted	FY 11-12 Proposed	Net Change
Water Operations	2,623,571	2,623,571	2,426,311	-197,260
Meter Maint. And Reading	454,797	455,797	437,711	-17,086
Billing/ Customer Service	172,041	172,041	182,105	10,064
Sewer Operations	2,097,934	2,023,817	2,284,281	186,347
Transfers	1,053,728	1,053,728	1,104,696	50,968
Eqmt. Replacement	50,699	50,699	51,843	1,144
Water and Sewer	6,452,770	6,379,653	6,486,947	34,177



Town of Vienna, VA Proposed Budget

July 1, 2011 — June 30, 2012

WATER DIVISION
50111

PURPOSE

The Water Division ensures the safety of the Town's water distribution system by performing on-going maintenance and providing customer service. The Division provides protection of public health and compliance with all federal, state and Town regulations and requirements.

ACTIVITIES / PRODUCTS / SERVICES

- Provides inspection services including new construction, demolition, repairs and replacement of water facilities.
- Performs fire hydrant replacement, repairs and flushing.
- Completes work orders.
- Completes asphalt repairs.

FY 10-11 ACCOMPLISHMENTS

- Repaired water main breaks when reported.
- Maintained the water distribution system including water valves, fire hydrants and water service lines.
- Inspected the booster pumps system, pump station and storage tanks daily.
- Replaced 6" water main on Circle Drive and 4" and 6" water mains on Albrecht Circle including adding three valves and a fire hydrant.
- Maintained certified personnel.

FY 11-12 INITIATIVES

- Increase public awareness through the use of the Town's website for emergencies and daily updates.
- Provide public information on keeping the areas around fire hydrants clear of plantings and clear during snow storms.
- Repair water main breaks when reported and keep resident outages to a minimum.
- Continue maintenance and improvements of the water distribution system.
- Continue flushing fire hydrants to maintain water quality and make repairs as necessary

WATER DIVISION 50111

PERFORMANCE MEASURES

Based on calendar year data

Description	2009 Actual	2010 Actual	2011 Projected
Number of water main breaks	43	53	50
Number of inspections - including new, repaired or replacement of water services	N/A	70	75
Number of hours assisting other Departments (including Street Maintenance and Parks and Recreation)	N/A	494 hrs	500 hrs
Number of work orders completed	N/A	279	300
Number of asphalt road repairs (total tons installed) to repair streets after water main breaks.	N/A	398 tons	400 tons

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 09-10	Adopted FY 10-11	Proposed FY 11-12
Superintendent	1	.5	.5
Waterworks Operation Supervisor	1	.5	.5
Equipment Operator	2	1	1
Maintenance Worker	10	5	5
Administrative Assistant I	.5	.3125	.3125

FY 11-12 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : OPERATIONS & MAINTENANCE

FUND : WATER AND SEWER
NUMBER : 50111

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
41001	SALARIES AND WAGES	766,207	786,755	463,456	463,456	463,456	356,080	(107,376)
	SALARIES NOW SPLIT BETWEEN WATER OPERATIONS (50111) AND SEWER OPERATIONS (50114). THERE IS NO CHANGE TO THE TOTAL NUMBER OF PERSONNEL ASSIGNED TO THESE DIVISIONS.							
41002	OVERTIME	135,224	151,142	67,612	67,612	67,612	67,612	
41003	REG. P.T. WITH BENEFITS	32,010	29,790	32,010	32,010	32,010	32,010	
41004	PART TIME W/O BENEFITS	10,000	7,680	10,000	10,000	10,000	10,000	
41006	ANNUAL LEAVE LIQUIDATION		762					
41008	ANNUAL LEAVE CASH-IN		6,126					
41011	NON-EXEMPT COMPTIME LIQ.							
TOTAL	PERSONAL SERVICES	943,441	982,255	573,078	573,078	573,078	465,702	(107,376)
42001	F.I.C.A.	72,094	74,790	43,841	43,841	43,841	34,900	(8,941)
42002	V.R.S.	115,850	109,389	68,591	68,591	68,591	52,700	(15,891)
42003	V.R.S. LIFE INS	8,183	4,240	6,173	6,173	6,173	1,196	(4,977)
42004	LOCAL PENSION PLAN	13,489	13,172	4,785	4,785	5,670	4,440	(345)
42007	HEALTH INSURANCE	70,471	65,226	70,471	70,471	70,471	36,800	(33,671)
42012	CAFETERIA PLAN FEES	320	294	320	320	320	300	(20)
42015	MISC ALLOWANCES	250		125	125	125	125	
42018	ER CONTRIBUTIONS:DC401A	21,624	18,695	13,126	13,126	13,126	9,376	(3,750)
TOTAL	EMPLOYEE BENEFITS	302,281	285,806	207,432	207,432	208,317	139,837	(67,595)
43101	CONSULTING SERVICES	65,583	8,500	51,000	51,000	52,573	17,500	(33,500)
	REDUCED BY \$33,500 BASED ON PREVIOUS FY 10/11. TRANSFERRED TO 50111-43301 \$2,108 50114-43701 \$105 50111-43801 \$10,758 50111-46032 \$6,000 50111-46011 \$1,549 50111-47407 \$1,000 USED FOR ESTIMATED COST OF \$20,000 FOR EXISTING GIS MAPPING SERVICES TO PLOT ANY NEW WATER WORK. REMAINING AMOUNT OF \$11,980 WAS NOT REQUIRED BASED ON NO NEW CONSULTING SERVICES OR STUDIES IN THE PLANNING STAGES FOR FY 11/12.							
43104	ARCHIT/ENGINEER SVCS	30,000	12,787	27,000	27,000	27,000	14,000	(13,000)
	REDUCED BY \$13,000 BASED ON PREVIOUS FY 10/11. TRANSFERRED TO 50111-46032 \$12,000 REMAINING AMOUNT OF \$1,000 BASED ON NO NEW DESIGN CHANGES OR ENGINEERING SERVICES TO UPDATE THE WATER DISTRIBUTION SYSTEM ARE IN THE PLANNING STAGES AT THIS TIME FOR FY 11/12. THE AMOUNT OF \$14,000 WILL BE USED FOR ANY CHANGES &/OR EMERGENCIES NEEDED TO UPDATE THE WATER DISTRIBUTION.							
43301	EQUIPMT MICE CONTRACTS	6,987	3,356	4,891	4,891	4,891	6,999	2,108
	INCREASE BY \$2,108 FOR CELL PHONES & TRANSFERRED FROM 50111-43101							

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : OPERATIONS & MAINTENANCE

FUND : WATER AND SEWER
NUMBER : 50111

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
	CELL PHONE 7@ \$17.95=\$125.65/MO=\$1,508/YR BLACKBERRY 1@ \$49.99/MO=\$600/YR TOTAL CELL PHONE \$2,108 REMAINING AMOUNT OF \$4,891 IS USED FOR EQUIPMENT MAINTENANCE & CONTRACTS.							
43307	REPAIR/MICE SVCS	75,000	5,519	37,500	37,500	37,500	35,500	(2,000)
	DECREASE BY \$2,000 BASED ON PREVIOUS FY 10/11. REPAIR OF PUMPS & VALVES.							
43308	CONTRACTS/SERVICES	99,000	92,881	59,400	59,400	59,400	59,400	
	UTILITY LOCATING SERVICE \$47,400 MISS UTILITY-VUPS \$12,000							
43701	UNIFORM RENTAL/CLEANING	6,818	5,211	3,512	3,512	3,548	3,617	105
	INCREASE BY \$105 TRANSFERRED FROM 50111-43101 TO COVER ANTICIPATED CONTRACT INCREASE.							
43801	SVCS FROM OTHER GOV'TS	53,851	51,896	24,963	24,963	27,632	35,721	10,758
	INCREASE BY \$10,758 BASED ON PREVIOUS FY 10/11. CROSS CONNECTION FEES: TRANSFERRED FROM 50111-43101 VIRGINIA DEPARTMENT OF HEALTH WATERWORKS FEE @ \$ 19,545 TOWN OF VIENNA CROSS CONNECTION PROGRAM 2 @ \$8,087/QTR=\$16,176/YR COST SPLIT BETWEEN WATER & SEWER DIVISIONS.							
43802	LANDFILL FEES	35,000	38,136	35,000	35,000	35,000	35,000	
	DISPOSAL OF SPOILS FROM WATER MAIN BREAKS &/OR RELATED EXCAVATIONS.							
43803	WHOLESALE WATER PURCHASE	1,596,600	1,804,853	1,414,956	1,414,956	1,414,956	1,414,956	
	WHOLESALE WATER PURCHASE FROM CITY OF FALLS CHURCH.							
43804	SWG TREATMENT/POTOMAC	775,095	600,130					
43805	SWG TREATMENT/ACCOTINK	306,153	411,419					
43807	TWN SHARE:LPPCP UPGRADE	136,511	60,902					
TOTAL	PURCHASED SERVICES	3,186,598	3,095,589	1,658,222	1,658,222	1,662,501	1,622,693	(35,529)
45101	ELECTRICITY	25,000	17,329	22,500	22,500	22,500	22,500	
45202	LONG DIST SERVICE	100	34	50	50	50	50	
45402	EQUIPMENT RENTAL	10,000	3,592	7,000	7,000	7,000	4,000	(3,000)
	REDUCED BY \$3,000 RENTAL OF HEAVY EQUIPMENT ON AN AS NEEDED BASIS TRANSFERRED TO: 50111-45504 FOR \$3,000							

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : OPERATIONS & MAINTENANCE

FUND : WATER AND SEWER
NUMBER : 50111

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
45504	CONVENTIONS/EDUCATION	3,000	958	3,000	3,000	3,000	5,500	2,500
	REDUCED BY \$500 BASED ON PREVIOUS FY 10/11. TRANSFERRED FROM: 50111-45402 FOR \$2,500 LICENSES RENEWAL CLASSES & TRAINING							
45801	MEMBERSHIPS/DOES	150	165	150	150	165	165	15
TOTAL	OTHER CHARGES	38,250	22,078	32,700	32,700	32,715	32,215	(485)
46001	OFFICE SUPPLIES	3,000	689	2,100	2,100	2,100	2,100	
46007	REPAIR/MICE SUPPLIES	95,000	89,035	47,500	50,000	47,500	46,500	(1,000)
	REDUCED BY \$1,000 BASED ON PREVIOUS FY 10/11. TO PURCHASE SUPPLIES NEEDED FOR REPAIR AND MAINTENANCE ON WATER MAINS, VALVES, ETC.							
46011	UNIFORMS/SAFETY APPAREL	8,902	6,327	4,451	9,451	6,160	6,000	1,549
	INCREASED BY \$1,549 BASED ON HIGHER COST OF UNIFORMS (RAINSUITS, INSULATED COVERALLS, VESTS, ETC.) THAT MEET VDOT STANDARDS. TRANSFERRED FROM 50111-43101							
46015	OPERATIONAL SUPPLIES	33,040	66,411	19,824	19,824	30,641	15,000	(4,824)
	REDUCED BY \$4,824 BASED ON PREVIOUS FY 10/11. REMAINING AMOUNT OF \$15,000 WILL BE USED FOR THE PURCHASE OF EQUIPMENT & MATERIALS FOR THE OPERATIONS OF THE WATER DIVISION INCLUDING CHARGE BACKS FROM THE VEHICLE MAINTENANCE DIVISION.							
46017	SMALL TOOLS	3,000	42	1,500	1,500		1,500	
TOTAL	MATERIALS AND SUPPLIES	142,942	162,504	75,375	82,875	86,401	71,100	(4,275)
46032	SURFACE REPAIR MATERIALS						18,000	18,000
	NEW ACCOUNT # \$18,000 TRANSFERRED FROM 50111-43104 \$12,000 50111-43101 \$6,000 FOR THE PURCHASE OF STONE & TEMPORARY PAVING (COLD MIX) FOR BACKFILLING EXCAVATIONS.							
TOTAL	PURCHASED SERVICES						18,000	18,000
47407	CONTRACTED ASPHALT REP'RS	10,000	93,195	9,000	9,000	9,000	10,000	1,000
	INCREASE BY \$1,000 TRANSFERRED FROM 50111-43101 CONTRACTUAL ASPHALT FOR AREAS THAT ARE TO LARGE FOR IN-HOUSE REPAIRS.							
47408	INTERNAL ASPHALT REPAIRS	51,960	50,556	46,764	46,764	46,764	46,764	
	INTERNAL ASPHALT REPAIRS FOR EMERGENCY							

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : OPERATIONS & MAINTENANCE

FUND : WATER AND SEWER
NUMBER : 50111

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
	REPAIRS & WATER BREAKS, ETC. ALL ASPHALT WORK DONE BY THE WATER DIVISION.							
TOTAL	PROGRAMS AND SERVICES	61,960	143,751	55,764	55,764	55,764	56,764	1,000
48101	MACH/EQUIPMT REPLACEMENT	25,000	2,720	15,000	7,500	15,000	14,000	(1,000)
	REDUCED BY \$1,000 BASED ON PREVIOUS FY 10/11. LOCATION DEVICES AND PUMP REPLACEMENTS							
48201	ADDITIONAL MACH/EQUIPMT	10,000	7,191	6,000	6,000	6,000	6,000	
	LOCATING EQUIPMENT, TAPPING MACHINE & WATER PUMPS							
TOTAL	CAPITAL OUTLAY	35,000	9,911	21,000	13,500	21,000	20,000	(1,000)
49512	SUPPORT ACTIVITY COSTS			964,217	964,217	990,520	914,957	(49,260)
	INCREASE BY \$28,431 THIS IS THE WATER DEPARTMENT'S 55.69 PERCENT SHARE OF THE FOLLOWING BUDGETS: METER READING, BILLING AND CUSTOMER SERVICE, INTERFUND TRANSFERS, AND VEHICLE REPLACEMENT PROGRAM DEBT SERVICE. THE OFFSETS ARE SHOWN IN THOSE BUDGETS.							
TOTAL	CONTINGENCY RESERVES			964,217	964,217	990,520	914,957	(49,260)
TOTAL	OPERATIONS & MAINTENANCE	4,710,472	4,701,896	3,587,788	3,587,788	3,630,295	3,341,268	(246,520)

WATER METER READING AND MAINTENANCE
50112

PURPOSE

Ensures the accuracy of all residential and commercial water meters within the Town's service area and reports the readings to the Finance Department Customer Service for billing purposes. Collects water quality samples and complies with all state and federal regulations. Maintains staff certifications.

ACTIVITIES/PRODUCTS/SERVICES

- Complete customer requests.
- Complete work orders.
- Read all water meters and replace 5/8" to 1" water meters.
- Adjust existing water meter boxes.
- Collect and submit water samples to the Fairfax Water Lab.

FY 10-11 ACCOMPLISHMENTS

- Responded to customer requests in a timely manner.
- Investigated customer complaints and concerns when necessary.
- Assisted water crews flushing fire hydrants.
- Read water meters in inclement weather.
- Replaced existing water meters with the touch read meters .
- Maintained certifications for Waterworks Operator Licenses.

FY 11-12 INITIATIVES

- Provide customer awareness and education through the use of the Town's website for water related issues.
- Respond to customer concerns and complaints in a timely manner.
- Replace older water meters with the new touch read water meters to improve the water meter reading process.
- Collect required water samples and deliver to the lab for processing.

WATER METER READING AND MAINTENANCE 50112

PERFORMANCE MEASURES

Based on calendar year data

Description	2009 Actual	2010 Actual	2011 Projected
Number of customer appointments	231	154	175
Number of work orders completed; including misc. customer service requests	2,231	3,444	3,450
Total water meter reads and downloads for the year	37,000	31,562	32,000
Number of water quality samples collected and delivered to the Fairfax Water Lab for processing	512	440	500
Number of water meters installed or replaced (Projected 2011 to change 4.5% of total water meters in the distribution system)	N/A	357	423

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 09-10	Adopted FY 10-11	Proposed FY 11-12
Supervisor	1	1	1
Meter Service Worker	3	3	3

FY 11-12 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : METER MICE AND READING

FUND : WATER AND SEWER
NUMBER : 50112

ACCOUNT NUMBER	TITLE	FY 09-10		-----FY 10-11-----			FY 11-12 REQUESTED	NET CHANGE
		BUDGET	ACTUAL	BUDGET	ADJUSTED	ESTIMATED		
41001	SALARIES AND WAGES	209,002	211,922	209,002	209,002	209,002	212,451	3,449
41002	OVERTIME	26,000	36,455	26,000	26,000	26,000	26,000	
41008	ANNUAL LEAVE CASH-IN		2,833			2,848		
TOTAL	PERSONAL SERVICES	235,002	251,211	235,002	235,002	237,850	238,451	3,449
42001	F.I.C.A.	17,978	18,807	17,978	17,978	17,978	18,242	264
42002	V.R.S.	31,601	31,295	30,881	30,881	30,881	31,443	562
42003	V.R.S. LIFE INS	2,232	1,226	2,779	2,779	2,779	714	(2,065)
42004	LOCAL PENSION PLAN	3,233	3,473	3,548	3,548	3,548	3,287	(261)
42007	HEALTH INSURANCE	18,593	16,439	18,593	18,593	18,593	20,600	2,007
42012	CAFETERIA PLAN FEES	48	95	48	48	32	48	
42015	MISC ALLOWANCES	300		300	300		300	
42018	ER CONTRIBUTIONS:DC401A	5,356	6,506	6,518	6,518	6,518	6,659	141
TOTAL	EMPLOYEE BENEFITS	79,341	77,841	80,645	80,645	80,329	81,293	648
43301	EQUIPMT MICE CONTRACTS	4,952	1,420	4,952	4,952	4,952	6,417	1,465
<p>INCREASE BY \$1,465 TRANSFERRED FROM 50112-46016 DUE TO THE PURCHASE OF A BLACKBERRY & CELL PHONES REMAINING AMOUNT OF \$4,952 TO COVER MAINTENANCE ON HANDHELD DEVICES, GAS DETECTORS AND UNEXPECTED PROBLEMS THAT MIGHT OCCUR FROM EMERGENCIES.</p>								
43307	REPAIR/MICE SVCS	2,000	1,996	2,000	2,000	2,000	2,000	
43308	CONTRACTS/SERVICES	30,000	13,425	30,000	30,000	30,000	30,000	
<p>WATER SAMPLES LAB TESTING & FEES ESTABLISHED BY THE STATE. THE TOWN WILL BE REQUIRED TO TEST 500 SAMPLES THIS FISCAL YEAR.</p>								
43701	UNIFORM RENTAL/CLEANING	1,645	1,292	1,694	1,694	1,745	1,745	51
TOTAL	PURCHASED SERVICES	38,597	18,134	38,646	38,646	38,697	40,162	1,516
45202	LONG DIST SERVICE	20	9	20	20	20	20	
45504	CONVENTIONS/EDUCATION	700	995	700	700		1,000	300
<p>INCREASE BY \$300 TRANSFERRED FROM 50112 FOR TRAINING, CLASSES & CONTINUING EDUCATION.</p>								
TOTAL	OTHER CHARGES	720	1,004	720	720	20	1,020	300
46001	OFFICE SUPPLIES	1,000	23	1,000	1,000	1,500	1,000	
46007	REPAIR/MICE SUPPLIES	15,000	13,294	15,000	15,000	15,000	15,000	
<p>PURCHASE OF PRESSURE GAUGES, SMALL EQUIPMENT WATER SERVICE REPAIR PARTS.</p>								
46011	UNIFORMS/SAFETY APPAREL	2,600	1,575	2,678	3,678	2,678	2,785	107
<p>INCREASED BY \$107 BASED ON HIGHER COST OF UNIFORMS (RAINSUITS, INSULATED COVERALS, VESTS, ETC.) THAT MEET VDOT STANDARDS. TRANSFERRED FROM 50112-46016</p>								

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : METER MICE AND READING

FUND : WATER AND SEWER
NUMBER : 50112

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	BUDGET	FY 10-11 ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
46016	SUPPLIES FOR RESALE	15,000	15,000	15,000	15,000	5,000	5,000	(10,000)
	<p>REDUCED BY \$10,000 TRANSFERRED TO 50112-43301 \$1,465 50112-45504 \$300 50112-46011 \$107 REMAINING AMOUNT OF \$8,128 NOT REQUIRED DUE TO A SURPLUS OF WATER METER PARTS FOR SUBMETERS OVER THE PREVIOUS YEARS.</p>							
46017	SMALL TOOLS	1,000		1,000	1,000		1,000	
	<p>PURCHASE OF MISC ITEMS SUCH AS BROOMS, RAKES & SHOVELS.</p>							
TOTAL	MATERIALS AND SUPPLIES	34,600	29,892	34,678	35,678	24,178	24,785	(9,893)
48101	MACH/EQUIPMT REPLACEMENT	65,233	41,244	65,106	64,106	65,106	52,000	(13,106)
	<p>REDUCED BY \$13,106 DUE TO SURPLUS OF EXISTING STOCK OF WATER METERS ON HAND. USE THE REMAINING AMOUNT OF \$52,000 TO PURCHASE LEAK DETECTION EQUIPMENT AND ODD SIZE WATER METERS NOT KEPT IN STOCK.</p>							
TOTAL	CAPITAL OUTLAY	65,233	41,244	65,106	64,106	65,106	52,000	(13,106)
49511	CHARGES TO WATER DEPT			-253,262	-253,262	-255,236	-225,454	27,808
	<p>THIS IS AN OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE WATER DEPARTMENT.</p>							
49514	CHARGES TO SEWER DEPT			-201,535	-201,535	-190,943	-212,257	(10,722)
	<p>THIS IS AN OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE SEWER DEPARTMENT.</p>							
TOTAL	INTERDEPARTMENTAL CHARGES			-454,797	-454,797	-446,179	-437,711	17,086
TOTAL	METER MICE AND READING	453,493	419,326					

WATER AND SEWER BILLING AND CUSTOMER SERVICE
50113

PURPOSE

To produce accurate and timely bills for Water and Sewer services, to work with Public Works to schedule work and efficiently and effectively solve problems and to efficiently respond to customer questions and issues with the highest level of customer service.

ACTIVITIES / PRODUCTS / SERVICES

- Provide meter reading files to meter readers on a timely basis.
- Calculate and send out water and sewer bills by the 6th business day of each month.
- Manage the collection process by sending out reminder bills and cutoff notices according to a pre-determined schedule.
- Send uncollected accounts to the State Set-Off Debt program and manage the accounts to maximize payments to the Town.
- Post all payments and adjustments to the billing system.
- Manage and create work orders based on customer issues.
- Address all customer questions efficiently and effectively by means of written and verbal communication.

FY 10-11 ACCOMPLISHMENTS

- Sent over 150 accounts to the State Set-Off Debt system. Collected over \$8,000 that would otherwise have not been collected.
- Prepared and processed over 4,000 work orders and handled over 8,000 phone calls requiring follow up either verbally or in writing.
- Provided data for several ongoing projects including responses to Fairfax County Consumer Protection Commission, valuation of the water and sewer system and a study of the costs of general fund support of water and sewer operations.

FY 11-12 INITIATIVES

- Consider system improvements to allow for better payment and collection streams, such as lockbox and direct debit of bank accounts for payment of bills.
- Consider methods to allow online lookup and payment of bills.
- Explore other methods to collect delinquent accounts, such as the placement of DMV stops.

WATER AND SEWER BILLING AND CUSTOMER SERVICE

50113

- Identify products to improve bill presentment and reporting while keeping the current system.

PERFORMANCE MEASURES

Based on calendar year data

Description	2009 Actual	2010 Actual	2011 Projected
Percent of regular bills mailed on time	100%	100%	100%
Percent of delinquent mailings sent on time	98%	98%	100%
Percent of customer calls returned within two business days	n/a	n/a	100%
Percent of follow-up letters mailed within one week of issue	n/a	n/a	100%

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 09-10	Adopted FY 10-11	Proposed FY 11-12
Finance Clerk II	2	2	2

FY 11-12 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : BILLING/CUSTOMER SERVICE

FUND : WATER AND SEWER
NUMBER : 50113

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
41001	SALARIES AND WAGES	102,870	102,089	102,870	102,870	102,870	104,568	1,698
41002	OVERTIME		158			600	600	600
41003	REG. P.T. WITH BENEFITS		1,285			2,000		
41004	PART TIME W/O BENEFITS						2,000	2,000
41008	ANNUAL LEAVE CASH-IN		1,112					
TOTAL	PERSONAL SERVICES	102,870	104,643	102,870	102,870	105,470	107,168	4,298
42001	F.I.C.A.	7,870	7,880	7,870	7,870	8,226	8,199	329
42002	V.R.S.	15,554	15,397	15,190	15,190	15,188	15,476	286
42003	V.R.S. LIFE INS	1,100	602	1,367	1,367	288	351	(1,016)
42007	HEALTH INSURANCE	9,234	9,226	9,234	9,234	10,412	10,200	966
42012	CAFETERIA PLAN FEES	24	24	24	24	24	24	
42018	ER CONTRIBUTIONS:DC401A	3,086	3,068	3,086	3,086	3,078	3,137	51
TOTAL	EMPLOYEE BENEFITS	36,868	36,174	36,771	36,771	37,192	37,387	616
43303	SOFTWARE MICE CONTRACT	4,000	3,445	4,000	4,000	3,665	4,000	
43308	CONTRACTS/SERVICES	4,600	6,894	4,600	4,600	6,000	6,000	1,400
TOTAL	PURCHASED SERVICES	8,600	10,339	8,600	8,600	9,665	10,000	1,400
45202	LONG DIST SERVICE	200	100	200	200	100	100	(100)
45203	POSTAL SERVICES	11,000	14,134	11,000	11,000	15,051	15,300	4,300
4% POSTAGE INCREASE								
45404	CENTRAL COPIER CHARGES	200	400	200	200	450	450	250
TOTAL	OTHER CHARGES	11,400	14,634	11,400	11,400	15,601	15,850	4,450
46015	OPERATIONAL SUPPLIES	6,700	4,576	6,700	6,700	8,000	6,700	
TOTAL	MATERIALS AND SUPPLIES	6,700	4,576	6,700	6,700	8,000	6,700	
49120	INTEREST ON DEPOSITS	5,700	5,202	5,700	5,700	5,000	5,000	(700)
TOTAL	DEBT SERVICE	5,700	5,202	5,700	5,700	5,000	5,000	(700)
49511	CHARGES TO WATER DEPT			-95,804	-95,804	-103,499	-93,798	2,006
THIS IS THE OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE WATER DEPARTMENT.								
49514	CHARGES TO SEWER DEPT			-76,237	-76,237	-77,429	-88,307	(12,070)
THIS IS THE OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE SEWER DEPARTMENT.								
TOTAL	INTERDEPARTMENTAL CHARGES			-172,041	-172,041	-180,928	-182,105	(10,064)
TOTAL	BILLING/CUSTOMER SERVICE	172,138	175,568					

SANITARY SEWER DIVISION
50114

PURPOSE

Provides design review, operations, maintenance and customer service for the Town's public sanitary sewer collection system in order to provide protection of public health and safety in compliance with federal, state and Town regulations and requirements.

ACTIVITIES / PRODUCTS / SERVICES

- Provides inspection service for construction.
- Maintains sanitary sewer system.
- Conducts video inspections using the TV unit.
- Complete work orders.
- Repair and clean out manholes.
- Check trouble spots.

FY 10-11 ACCOMPLISHMENTS

- Repaired sanitary sewer mains and Town-owned laterals.
- Maintained the sanitary sewer collection system.
- Provided inspection services.
- Repaired and adjusted manholes elevations for road paving/repairs.

FY 11-12 INITIATIVES

- Increase public awareness on the FOG (Fats, Oils & Grease) Project using the Town's web site.
- Continue cleaning sanitary sewer mains to maintain the collection system and check trouble spots on a continual basis.
- Continue to inspect repairs, replacements and new construction in a timely manner.
- Address work orders from customers in a timely manner.

SANITARY SEWER DIVISION
50114

PERFORMANCE MEASURES

Based on calendar year data

Description	2009 Actual	2010 Actual	2011 Projected
Number of sanitary sewer repairs - including mains, laterals & manholes	15	24	25
Total footage of sanitary sewer mains cleaned or rodded	33,839 ft	279,556 ft	300,000 ft
Total footage of sanitary sewer mains inspected using the TV unit	64,156 ft	44,740 ft	60,000 ft
Number of work orders completed		206	225
Number of sanitary sewer inspections; including new installations, cut and cap, repairs and replacements	N/A	64	70

PERSONNEL

Based on a fiscal year

Authorized Positions	Adopted FY 09-10	Adopted FY 10-11	Proposed FY 11-12
Superintendent	0	.5	.5
Sanitary Sewer Operation Supervisor	0	.5	.5
Equipment Operator	0	1	1
Maintenance Worker	0	5	5
Administrative Assistant I	0	.3125	.3125

FY 11-12 BUDGET CHANGES

- There are no significant changes to this budget.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : SEWER DIVISION

FUND : WATER AND SEWER
NUMBER : 50114

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
41001	SALARIES AND WAGES			285,507	285,507	285,507	363,545	78,038
	SALARIES NOW SPLIT BETWEEN SEWER OPERATIONS (50114) AND WATER OPERATIONS (50111). THERE IS NO CHANGE TO THE TOTAL NUMBER OF PERSONNEL ASSIGNED TO THESE DIVISIONS.							
41002	OVERTIME			67,612	67,612	67,612	67,612	
41003	REG. P.T. WITH BENEFITS							
41004	PART TIME W/O BENEFITS						15,000	15,000
	HOLDING PLACE FOR 12% HEALTH INSURANCE INCREASE							
41006	ANNUAL LEAVE LIQUIDATION							
41008	ANNUAL LEAVE CASH-IN					3,076		
41011	NON-EXEMPT COMPTIME LIQ.							
TOTAL	PERSONAL SERVICES			353,119	353,119	356,195	446,157	93,038
42001	F.I.C.A.			27,014	27,014	27,014	32,449	5,435
42002	V.R.S.			42,255	42,255	42,255	53,805	11,550
42003	V.R.S. LIFE INS			3,803	3,803	3,803	1,222	(2,581)
42004	LOCAL PENSION PLAN			8,475	8,475	8,475	12,979	4,504
42007	HEALTH INSURANCE					22,287	30,100	30,100
42012	CAFETERIA PLAN FEES					95	200	200
42015	MISC ALLOWANCES			125	125		125	
42018	ER CONTRIBUTIONS:DC401A			6,037	6,037	6,037	6,666	629
TOTAL	EMPLOYEE BENEFITS			87,709	87,709	109,965	137,546	49,837
43101	CONSULTING SERVICES			51,700	51,700	59,029	17,500	(34,200)
	REDUCED BY \$34,200 BASED ON PREVIOUS FY 10/11. TRANSFERRED TO 50114-43701 \$105 50114-43801 \$751 50114-43802 \$7,000 50114-45504 \$5,000 50114-46009 \$2,000 50114-46011 \$2,549 \$20,000 TO BE USED FOR GIS MAPPING SERVICES TO PLOT ANY NEW SEWER WORK. REMAINING AMOUNT OF \$16,795 NOT REQUIRED DUE TO NO CONSULTING SERVICES OR STUDIES IN THE PLANNING STAGES AT THIS TIME FOR FY 11/12.							
43104	ARCHIT/ENGINEER SVCS			3,000	3,000		3,000	
	ENGINEERING DESIGN							
43301	EQUIPMT MICE CONTRACTS			2,096	2,096	296	2,096	
	INCREASE BY \$2,108 CELL PHONES 7@ \$17.95=\$125.65/MO=\$1,508/YR BLACKBERRY 1@ \$49.99/MO=\$600/YR							
43307	REPAIR/MICE SVCS			37,500	37,500	37,500	35,727	(1,773)
	REDUCED BY \$1,773 BASED ON PREVIOUS FY 10/11.							

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : SEWER DIVISION

FUND : WATER AND SEWER
NUMBER : 50114

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
	PURCHASE OF CCTV REPAIRS AND MAINTENANCE OF SEWER MAINS.							
43308	CONTRACTS/SERVICES			39,600	39,600	44,100	39,600	
	UTILITY LOCATING SERVICES		\$31,600					
	MISS UTILITY SERVICES		\$8,000					
43701	UNIFORM RENTAL/CLEANING			3,511	3,511	3,542	3,616	105
	INCREASE BY \$105 TRANSFERRED FROM 50114-43101 TO COVER ANTICIPATED CONTRACT INCREASE.							
43801	SRVCS FROM OTHER GOV'TS			15,425	15,425		16,176	751
	INCREASE BY \$751 TRANSFERRED FROM 50114-43101 CROSS CONNECTION FEE 2@ \$8,087/QTR=\$16,176/YR SPLIT COST BETWEEN WATER & SEWER DIVISIONS.							
43802	LANDFILL FEES					7,000	5,000	5,000
	NEW ACCOUNT # \$5,000 TRANSFERRED FROM 50114-43101 FOR DISPOSAL OF SPOILS FROM SANITARY SEWER REPAIRS OR OTHER EXCAVATIONS.							
43804	SWG TREATMENT/POTOMAC			775,095	775,095	775,095	775,095	
	SEWAGE TREATMENT COSTS AT THE BLUE PLAINS FACILITY.					775,095		
43805	SWG TREATMENT/ACCOTINK			499,355	499,355	499,355	499,355	
	SEWAGE TREATMENT L.P.P.C.P.					499,355		
43807	TWN SHARE:LPPCP UPGRADE			136,511	136,511		202,051	65,540
	TOWN OF VIENNA'S SHARE OF LPPCP UPGRADE FOR NITROGEN REMOVAL. 2011 IS 13TH OF 25 YEARS. TOWN SHARE NCSTP (NORMAN COLE SEWAGE TREATMENT PLANT) UPGRADE. ESTIMATED COST OF \$32,770 X 2 = \$65,540 RATE SUBJECT TO CHANGE ONCE IT IS SET.							
TOTAL	PURCHASED SERVICES			1,563,793	1,563,793	1,425,917	1,599,216	35,423
45101	ELECTRICITY			2,500	2,500		2,500	
45202	LONG DIST SERVICE			50	50		50	
45402	EQUIPMENT RENTAL			3,000	3,000		2,500	(500)
	DECREASE BY \$500 BASED ON PREVIOUS FY 10/11. RENTAL OF HEAVY EQUIPMENT ON AN AS NEEDED BASIS FOR SANITARY SEWER BREAK & MISC REPAIRS.							
45504	CONVENTIONS/EDUCATION						6,000	6,000

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : SEWER DIVISION

FUND : WATER AND SEWER
NUMBER : 50114

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	-----FY 10-11----- BUDGET ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
NEW ACCOUNT # \$6,000 FOR ADDITIONAL TRAINING PURPOSED AND CONTINUING EDUCATION. TRANSFERRED FROM 50114-43101							
TOTAL	OTHER CHARGES			5,550		11,050	5,500
46001	OFFICE SUPPLIES			900	900	900	
46007	REPAIR/MICE SUPPLIES			47,500	47,500	47,500	
PURCHASE OF PIPES, FITTINGS & MAINTENANCE SUPPLIES							
46009	VEH/EQUIPMT MICE SUPPLIES					5,000	5,000
NEW ACCOUNT # \$5,000 TRANSFERRED FROM 50114-43101 \$2,000 50114-46015 \$3,000 TO COVER CHARGE BACKS FROM VEHICLE MAINTENANCE FOR VEHICLE REPAIR PARTS.							
46011	UNIFORMS/SAFETY APPAREL			4,451	5,451	5,867	2,549
INCREASED BY \$2,549 BASED ON HIGHER COST OF UNIFORMS (RAINSUITS, INSULATED COVERALLS, VESTS, ETC.) THAT MEET VDOT STANDARDS. TRANSFERRED FROM 50114-43101							
46015	OPERATIONAL SUPPLIES			13,216	13,216	9,216	(4,000)
REDUCED BY \$4,000 TRANSFERRED TO 50114-46009 TO COVER CHARGE BACKS FROM VEHICLE MAINTENANCE. PURCHASE DAILY OPERATING SUPPLIES, PARTS & FITTINGS TO MAINTAIN THE SANITARY SEWER COLLECTION SYSTEM.							
46017	SMALL TOOLS			1,500	1,500	1,500	
TOTAL	MATERIALS AND SUPPLIES			67,567		67,583	3,549
46032	SURFACE REPAIR MATERIALS						
TOTAL	PURCHASED SERVICES						
47201	TRAINING PROGRAMS					8,972	
47307	VMGSA GRANTS						
47407	CONTRACTED ASPHALT REP'RS			1,000	1,000	1,000	
CONTRACTUAL ASPHALT FOR AREAS TOO LARGE TO BE DONE IN-HOUSE.							
47408	INTERNAL ASPHALT REPAIRS			5,196	5,196	5,196	
INTERNAL ASPHALT REPAIRS FOR EMERGENCYREPAIRS AND SEWER BREAKS DONE IN-HOUSE.							
TOTAL	PROGRAMS AND SERVICES			6,196	6,196	15,168	6,196

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : SEWER DIVISION

FUND : WATER AND SEWER
NUMBER : 50114

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	-----FY 10-11----- BUDGET ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
48101	MACH/EQUIPMT REPLACEMENT			10,000	9,000	10,000	
	PURCHASE OF HOSES, RODS & NOZZLES FOR CLEANING EQUIPMENT.				10,000		
48201	ADDITIONAL MACH/EQUIPMT			4,000	4,000	3,000	(1,000)
	DECREASE BY \$1,000 TO BALANCE BUDGET. PURCHASE OF NEW TECHNOLOGY & CLEANING PRODUCTS						
TOTAL	CAPITAL OUTLAY			14,000	13,000	13,000	(1,000)
49512	SUPPORT ACTIVITY COSTS			767,048	767,048	741,014	861,398
	INCREASE BY \$22,639 THIS IS THE SEWER DEPARTMENT'S 44.31 PERCENT SHARE OF THE FOLLOWING BUDGETS: METER READING, BILLING AND CUSTOMER SERVICE, INTERFUND TRANSFERS, AND VEHICLE REPLACEMENT PROGRAM DEBT SERVICE. THE OFFSETS ARE SHOWN IN THOSE BUDGETS.						
TOTAL	CONTINGENCY RESERVES			767,048	767,048	741,014	861,398
TOTAL	SEWER DIVISION			2,864,982	2,864,982	2,715,844	3,145,679

INTERFUND TRANSFERS
50141

PURPOSE

This division accounts for interfund transfers to the General Fund and the Debt Service Fund. The former serves to reimburse the General Fund for the costs of its support of Water and Sewer operations. The latter reimburses the Debt Service Fund for the Water and Sewer Fund's share of annual debt service based on the use of general obligation debt proceeds for water and sewer capital projects.

FY 11-12 BUDGET CHANGES

\$850,000 transfer to the General Fund and \$254,696 is transfer to the Debt Service Fund. The latter has been increased by \$12,968 to accommodate the water and sewer fund's share of annual debt service on the 2010 general obligation bonds.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : WATER AND SEWER
ACTIVITY : INTERFUND TRANSFERS

FUND : WATER AND SEWER
NUMBER : 50141

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	FY 09-10 ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
42020	OTHR POST EMPLOY BENEFITS		7,307					
TOTAL	EMPLOYEE BENEFITS		7,307					
48311	DEPRECIATION		462,762					
TOTAL	CAPITAL OUTLAY		462,762					
49201	WS TRANSFER TO GF	962,000	962,000	812,000	812,000	812,000	850,000	38,000
49202	WS TRANSFER TO DS	250,936	250,841	241,728	241,728	241,728	254,696	12,968
THE TRANSFER TO THE DEBT SERVICE FUND CONSISTS OF:								
	ISSUE			TRANSFER				
	WSF SHARE OF 98 BONDS DEBT SERVICE					50,843		
	WSF SHARE OF 99 BONDS DEBT SERVICE					71,117		
	WSF SHARE OF 06 DEBT ISSUE DEBT SERVICE					45,804		
	WSF SHARE OF 10 BONDS DEBT SERVICE					86,932		
	TOTAL		\$254,696					
TOTAL	INTERFUND TRANSFERS	1,212,936	1,212,841	1,053,728	1,053,728	1,053,728	1,104,696	50,968
49511	CHARGES TO WATER DEPT			-586,919	-586,919	-602,783	-569,002	17,917
THIS IS THE OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE WATER DEPARTMENT.								
49514	CHARGES TO SEWER DEPT			-466,809	-466,809	-450,945	-535,694	(68,885)
THIS IS THE OFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE SEWER DEPARTMENT.								
TOTAL	INTERDEPARTMENTAL CHARGES			-1,053,728	-1,053,728	-1,053,728	-1,104,696	(50,968)
TOTAL	INTERFUND TRANSFERS	1,212,936	1,682,910					

VEHICLE AND EQUIPMENT REPLACEMENT PROGRAM
59500

PURPOSE

Accounts for the cost of annual debt service on the capital leases that finance the replacement of vehicles and equipment used in water and sewer operations. The use of such financing levels large budget variances from year to year that would otherwise occur.

FY 11-12 BUDGET CHANGES

There are no significant changes to this budget.

TOWN OF VIENNA
REQUESTED EXPENSE BUDGET BY DIVISION

DEPT : EQUIP REPLACEMENT PROG
ACTIVITY : WIR&SWR VEH.REPLACE.PROG

FUND : WATER AND SEWER
NUMBER : 59500

ACCOUNT NUMBER	TITLE	FY 09-10 BUDGET	ACTUAL	-----FY 10-11----- BUDGET	ADJUSTED	ESTIMATED	FY 11-12 REQUESTED	NET CHANGE
49101	PRINCIPAL	62,398	4,034	46,382	46,382	46,382	46,935	553
49102	INTEREST	5,798	5,798	4,317	4,317	4,317	4,908	591
TOTAL	DEBT SERVICE	68,196	9,832	50,699	50,699	50,699	51,843	1,144
49511	CHARGES TO WATER DEPT			-28,233	-28,233	-29,002	-26,703	1,530
	THIS IS THE OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE WATER DEPARTMENT.							
49514	CHARGES TO SEWER DEPT			-22,466	-22,466	-21,697	-25,140	(2,674)
	THIS IS THE OFFSET TO THE SUPPORT ACTIVITY COSTS BUDGETED IN THE SEWER DEPARTMENT.							
TOTAL	INTERDEPARTMENTAL CHARGES			-50,699	-50,699	-50,699	-51,843	(1,144)
TOTAL	WIR&SWR VEH.REPLACE.PROG	68,196	9,832					
TOTAL	EQUIP REPLACEMENT PROG	68,196	9,832					
TOTAL	UTILITY SERVICES	68,196	9,832					